



**Meeting Summary**  
**911 Board Standards Committee**  
**January 10, 2013**  
**I.T.S. Building**  
**3900 Wake Forest Rd**  
**Raleigh, NC**  
**10:00 AM – 2:30 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Dave Corn, Chair	David Dodd	Wayne Ayers, Justice Academy
Benny Nichols	Richard Bradford	Susan Gillis, Justice Academy
Barry Furey	Richard Taylor	Bryan Taylor, Wayne County
Wayne Cyrus- by phone	Tina Bone	Daniel Wiggins, Wayne County
Christy Shearin- by phone		
Margie Frye		
Joe Gurley		
<u>Members Absent</u>	<u>Staff Absent</u>	
Neal Sizemore		

Dave Corn called the meeting to order and recognized Richard Taylor who introduced Tina Bone, the new staff Network Specialist.

Dave stated one of today's goals was to lay out a plan for the coming year. Dave asked Richard Bradford, for an update on the Standards/Rules Review process. Richard Bradford stated the process is on track.

Dave then began a discussion on training. He would like to create a process on how training will be addressed. Dave recognized Wayne Ayers from the Justice Academy who gave an overview of their

training program. Dave asked about online courses. Wayne said that was something that could be addressed, but they had not seen a large demand to date. Wayne also reminded the Committee the 55 community colleges across the State are an additional delivery platform.

Wayne stated in October of 2012, the Justice Academy started work on the training topics for 2014. Dave asked Wayne if the Justice Academy could create additional topic(s) for the Board? Wayne said that would depend on the topic.

Dave asked if the Board purchased a course from another vendor, such as APCO or NENA, could the Justice Academy assist in providing the delivery platform, either live or online? Wayne stated that might be a possibility; he would have to check with his boss to be sure.

Wayne stated today's focus on topics is toward specific tasks. He also said an agency could develop course topics on their own. They would have to create a lesson plan, and a new requirement in 2013, requires a test consisting of a minimum of 5 questions per credit hour. Example: a 2 hour course would require a 10 question exam.

Barry Furey mentioned that many agencies are required to complete a great deal of annual continuing education on specific topics, such as EMD and EFD. He also asked, in an attempt to look to the future, if the Board needed to think about training specific to texting to 911, in regards to a possible FCC mandate.

Dave recapped what had been accomplished to this point. The next thing to consider may be how do we decide what courses to develop, and how to solicit the feedback and need from the PSAPs.

Margie asked if the Board could partner with the Justice Academy in a survey to determine topic needs? Wayne mentioned the Sheriff's Department telecommunicators are their primary audience. The idea of putting the survey on multiple websites, such as the Justice Academy, the 911 Board, and the State APCO and NENA sites was discussed, and agreed could possibly reap major benefits.

Dave stated he feels there is agreement from the Committee we need to move our training schedule to be more in line with their timeline. He thinks we need to look at the Justice Academy survey, and see if it meets the Board's needs, or if we need to make corrections or changes. Wayne will send a copy of their survey to David Dodd.

Dave began a discussion on accountability from the PSAP, and how we record the results. Barry and Joe Gurley said there should already be documents in place to track the training. Wayne Cyrus asked if an agency is already participating in the Sheriff's Standards process, would they have to participate in the Board's process too. Dave said they would if the Board's required topic is not part of the Sheriff's Standards annual offerings. Dave wants to see a policy on training accountability developed by staff and presented at the next Standards Committee Meeting.

Dave began a discussion of the two telecommunicator on duty at all times rule. While this cannot be made a standard/rule, Dave would like to see this become a best practice. Margie Fry is very interested in making the two people on duty at all times a best practice, and the rest of the Committee was in agreement.

Dave also discussed the possibility of a rule requiring PSAPs to receive and process all three types of calls, police, fire and medical. Richard Bradford said probably no, but there is a big "but." The Statue

does say that funding is tied to level of service. That could be an avenue to require an agency to process all three, eliminating the need for call transfers. Hard data is needed to move forward with a cause for change. Barry suggested a list of best practices might include processing calls from all three services, as well as the two people on duty at all times best practice.

Dave would like to see quarterly meetings this year. There was discussion on having one meeting west of Raleigh, one meeting, and one meeting east of Raleigh. The Committee decided the next meeting would be on Thursday, March 7<sup>th</sup>, at a location to be determined. Richard Taylor said he would like to have the March meeting in Goldsboro.

Meeting adjourned at 12:15 pm.